

### **I PURCHASE INTERNET ACCESS FROM MY ISP... NOTHING ELSE.**

Time Warner Cable, and now Charter, are not “information services.” I purchase internet from Charter ONLY for internet access. I do not purchase it, nor do I have, an ISP email. I use Google GMail. I do not receive cloud storage, backup services, or any other service from Charter. In fact, I don’t know if they even offer those services. All the marketing materials I receive from Charter only reference selling me a connection to the broader internet.

### **NET NEUTRALITY RULES HAVE BENEFITTED ME DIRECTLY**

I do not wish to see them dismantled. Before the FCC wisely implemented net neutrality rules, Netflix and Hulu would constantly stutter and buffer, or display video at reduced image quality, even though I purchased a 200Mbps speed tier. Almost immediately after the implementation of Net Neutrality rules, all these issues went away.

Net Neutrality is also important to me as a cord cutter. I do not want Charter to use its monopoly power in my area to force me to use their video services. I like being able to pick and choose the OTT providers that I use, and the fact that video subscribers are fleeing Charter and its substandard service and expensive bundles like rats off a sinking ship gives Charter every incentive to use its de facto monopoly status in my neighbourhood to force me to purchase their video services. If the FCC unwisely rescinds Net Neutrality rules, the FCC will be giving Charter every tool it needs to use its monopoly power in anticompetitive ways against me.

### **CHARTER IS THE ONLY BROADBAND PROVIDER AVAILABLE TO ME, INCLUDING WIRELESS.**

And indeed Charter is a de facto broadband monopoly in my neighbourhood. Not only is Charter the only wireline broadband provider available to me, but I don’t even have access to wireless (mobile) broadband. Only Sprint serves the area in which I live: TMobile, Verizon, and AT&T don’t even have a signal at my house. And Sprint’s signal is horribly unstable, and operates at only 3G speeds anyway, if I’m lucky to get that. So Charter is it. One choice. No options.

### **I NEED THE FCC REGULATING BROADBAND PROVIDERS, INCLUDING PRICING.**

Because of this de facto monopoly status, I WANT and NEED the FCC to regulate broadband ISPs. The FTC is not the right agency to do that. They have neither the experience nor the manpower in place to do it. ISPs are a TELECOMMUNICATIONS SERVICE. That SHOULD be regulated under Title II. I think the FCC should go further and regulate broadband pricing as well. When Charter took over TWC, I received a 20% price increase, and NO ADDITIONAL speed or increase in service quality, reliability, or customer service. Since Charter is a monopoly in my neighborhood, I have no recourse but to accept this huge price increase. That’s not fair, and I want the FCC to step in and stop Charter for radically increasing rates. I want the FCC providing privacy protection as well, not the FTC.